



Midlands Arts Centre

Volunteer Agreement

“Volunteering is the commitment of time and energy, for the benefit of society, local communities, for individuals outside the immediate family, the environment or other causes. Voluntary activities are undertaken of a person’s own free will, without payment.”

The White Paper Supporting Voluntary Activity (2000)

Overview

This document outlines the principles on which the relationship between volunteers and Midlands Arts Centre (MAC) is based and provides basic information about volunteering with us. Our relationship with volunteers is based on trust and does not involve the obligations associated with employment.

Part 1: Here's what you can expect from MAC

We appreciate you volunteering with us, and will do the best we can to make your volunteer experience with us enjoyable and rewarding:

1. Induction and Training - To provide a thorough induction on the work of MAC, its staff, your volunteering role and the induction and/or training you need to meet the responsibilities of this role. The Volunteer Handbook provides further details of the organisational policies relevant to volunteering.
 2. Supervision, support and flexibility - To explain the standards we expect for our services and to encourage and support you to achieve and maintain them; To provide a contact who can discuss your volunteering and any successes and problems.
- Contact: Yvonne Gregory, Volunteers Manager, 0121 446 3240
yvonne.gregory@macbirmingham.co.uk
3. Allowances for travel etc. - We aim to reimburse volunteers if required with an allowance for travel, based on the standard daily saver rate. These need to be signed for at the Sales and Info desk after your volunteer shift.
 4. Health and Safety - To provide adequate training and feedback in support of our Health and Safety policy, a copy of which is in the Volunteer Handbook.
 5. Insurance -To provide adequate insurance cover for volunteers whilst carrying out their volunteering roles which have been approved and authorised by us.
 6. Equal opportunities - To ensure that all volunteers are dealt with in accordance with our Equality and Diversity Policy, a copy of which is set out in the Volunteer Handbook.

7. Problems - To try to resolve fairly any problems, complaints and difficulties you may have while you volunteer with us. In the event of an unresolved problem, offer an opportunity to discuss the issues in accordance with the procedures set out in the Volunteer Handbook.

8. Data - A record of every volunteer's hours and tasks will be kept and references will be supplied on request. Personal information will be treated as confidential. Records of volunteers' personal details will be kept on our volunteer database in compliance with the General Data Protection Regulations (GDPR) 2018 and you have the right to access your personal records held on our database. Once you have completed your registration, we may need to pass your contact details to the relevant event managers to ensure you receive relevant information from them and that they can contact you on the day (and vice versa).

Part 2: Here's what we expect from you:

1. Attend at the agreed times and meet the time expectations and standards which have been mutually agreed;
2. Inform the relevant department if you are unable to attend through illness, accident or emergency as soon as possible in advance
3. As representatives of MAC, volunteers, like staff, are responsible for presenting a professional image to clients, visitors and the community.
4. Fulfil and perform your volunteering role at MAC to the best of your ability;
5. Dress in a safe and appropriate manner and wear uniform provided when instructed
6. Follow the organisation's procedures and standards, including health and safety and equal opportunities, in relation to its staff, volunteers and clients;
7. Be friendly, approachable and respectful and treat everyone equally
8. Whilst volunteering, do not smoke or be under the influence of alcohol or recreational drugs
9. Maintain the confidential information of the organisation and of its clients;
10. If necessary provide referees as agreed who may be contacted, and agree to a DBS (Disclosure and Barring Service) check being carried out.

This agreement is binding in honour only; it is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Through this agreement, neither parties intend any employment relationship to be created either now or at any time in the future.

By submitting the online Volunteer Application Form, you confirm that you understand and accept the terms of this agreement.